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09/843,064	04/26/2001	George H. Ahrens	AUS920010127US1	8467

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Frank C. Nicholas  
CARDINAL LAW GROUP  
Suite 2000  
1603 Orrington Avenue  
Evanston, IL 60201

EXAMINER

PEREZ DAPLE, AARON C

ART UNIT

PAPER NUMBER

2121

DATE MAILED: 05/07/2004

6

Please find below and/or attached an Office communication concerning this application or proceeding.

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## Office Action Summary

Application No.

09/834,064

Applicant(s)

MROCZKA, DAVID E.

Examiner

Aaron Perez-Daple

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 19 March 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 19-42 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 19-42 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_.
- 4) ☒ Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

### DETAILED ACTION

1. This Action is in response to Amendment filed 3/19/04, which has been fully considered.
2. Claims 1-18 are cancelled by Applicant.
3. New claims 19-42 are presented for examination.
4. This Action is FINAL.

### *Claim Rejections - 35 USC § 103*

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. **Claims 19-42** are rejected under 35 U.S.C. 103(a) as being unpatentable over Kleinschnitz (US 5,253,184) in view of Hill et al. (US 5,293,556) (hereinafter Hill).
7. As for claims 19, 24 and 29, Kleinschnitz teaches a system, method and computer program product in a computer readable medium for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, said system comprising:  
  
a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system (database 12, Fig. 1; The open, incomplete and closed event statuses are considered inherent to Kleinschnitz, as described in the *Response to Arguments* below. However, this limitation is also taught by Hill, as detailed below.), and

a hardware system console including

means for receiving a error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system (col. 2, lines 33-57, "The failure evaluation...a subsystem basis."; col. 5, lines 6-23, "Local maintenance...host computer 60."),

means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan (col. 5, lines 6-23, "Local maintenance...host computer 60."); and

means for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system console by a service representative (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 10, line 59 - col. 11, line 22, "Human input to...closure of the event.").

Although the Examiner considers all the claim limitations to be present in Kleinschnitz, Kleinschnitz does not *explicitly* disclose storing open, incomplete and closed service action event entries. Hill explicitly discloses storing open, incomplete and closed service action event entries for the purpose of tracking problem resolution and improving future service response (col. 15, lines 20-45, "If the FRU passes...new failure reports."). Therefore, even if

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Applicant asserts that Kleinschnitz does not teach all the claim limitations, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify Kleinschnitz by storing open, incomplete and closed service action event entries for the purpose of tracking problem resolution and improving future service response.

8. As for claims 20, 25, and 30, Kleinschnitz teaches the method and system of claims 19, 24 and 29, further comprising:

subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service history log including at least one incomplete service action event entry stored within the database that is related to the first open service action event entry (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 2, lines 10-32, "This knowledge based...identified failures.").

9. As for claims 21, 26, and 31, Kleinschnitz teaches the method and system of claims 19, 24, and 29, further comprising:

subsequent to generating and storing the first open service action event entry within the database, compiling a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 2, lines 10-32, "This knowledge based...identified failures.").

10. As for claims 22, 27, and 32, Kleinschnitz teaches the method and system of claims 19, 24, and 29, further comprising:

subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first incomplete service action event entry within the

database as an indication of an incomplete implementation of the service action plan by the service representative (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 2, lines 10-32, "This knowledge based...identified failures.").

11. As for claims 23, 28 and 33, Kleinschnitz teaches the method and system of claims 19, 14 and 29, further comprising:

subsequent to compiling and displaying the service action event log, interfacing with the service representative to store a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative (col. 10, line 63 - col. 12, line 10, "Human input to...with his observations.").

12. As for claims 34, 37 and 40, Kleinschnitz teaches a system, method and computer program product in a computer readable medium for facilitating a service repair of an operational failure of a processing system including one or more field replaceable units, said system comprising:

a database for storing open service action event entries, incomplete service action event entries and closed service action event entries corresponding to the processing system (database 12, Fig. 1; The open, incomplete and closed event statuses are considered inherent to Kleinschnitz, as described in the *Response to Arguments* below. However, this limitation is also taught by Hill, as detailed below.), and

a hardware system console including

means for receiving a error report from the processing system in response to the operational failure of the processing system, the error report including a service action

plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system (col. 2, lines 33-57, "The failure evaluation...a subsystem basis."; col. 5, lines 6-23, "Local maintenance...host computer 60."),

means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan (col. 5, lines 6-23, "Local maintenance...host computer 60.");

means for receiving a service repair access request of the first open service action entry as stored in the database by a service representative (col. 10, line 59 - col. 11, line 22, "Human input to...closure of the event."); and

means for, subsequent to receiving the service repair access request, interfacing with the service representative to store one of a first incomplete service action event entry within the database as an indication of an incomplete implementation of the service action plan by the service representative or a first closed service action event entry within the database as an indication of a complete implementation of the service action plan by the service representative (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 10, line 59 - col. 11, line 22, "Human input to...closure of the event.").

Although the Examiner considers all the claim limitations to be present in Kleinschnitz, Kleinschnitz does not *explicitly* disclose storing open, incomplete and closed service action event entries. Hill explicitly discloses storing open, incomplete and closed service action

event entries for the purpose of tracking problem resolution and improving future service response (col. 15, lines 20-45, "If the FRU passes...new failure reports."). Therefore, even if Applicant asserts that Kleinschnitz does not teach all the claim limitations, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify Kleinschnitz by storing open, incomplete and closed service action event entries for the purpose of tracking problem resolution and improving future service response.

13. As for claims 34, 38 and 41, Kleinschnitz discloses the system and method of claims 33, 37 and 40, further comprising:

subsequent to receiving the service repair access request, compiling and displaying a service history log including at least one incomplete service action entry stored within the database that is related to the first open service action event entry (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 2, lines 10-32, "This knowledge based...identified failures.").

14. As for claims 35, 39 and 41, Kleinschnitz discloses the system and method of claims 33, 37 and 40, further comprising:

subsequent to receiving the service repair access request, compiling and displaying a service history log including at least one closed service action event entry stored within the database that is related to the first open service action event entry (col. 6, line 53 - col. 8, line 41, "A multi-path architecture...failure specific domain."; col. 2, lines 10-32, "This knowledge based...identified failures.").



***Response to Arguments***

**Drawings**

15. Objections to the drawings are withdrawn in view of the Amendment.

**Prior Art Rejections**

16. Applicant's arguments filed 3/19/04 with respect to independent claims 19, 24, 29, 34, 37 and 40 have been fully considered but they are not persuasive.
17. Specifically, with respect to independent claims 19, 24, 29, 34, 37 and 40, Applicant asserts that Kleinschnitz (US 5,253,184) fails to teach a service action plan listing one or more field replaceable units as a potential source for causing the operational failure of the system. This feature is described in the underlined limitations of the independent claims found on pages 17-19 of the Amendment.

The Examiner respectfully disagrees with Applicant's assertion. The Examiner finds that the passage cited by Applicant, col. 6, line 53 to col. 8, line 2, explicitly teaches a service action plan listing one or more replaceable units as a potential source for causing the operational failure of the system. Lines 30-32 of col. 7 describe how the error report includes information describing the specific domain of the failure. It is further understood that this "domain" refers to the field replaceable device(s) which are the potential source(s) of failure.

Specifically, lines 62-65 of col. 7 recite :

In operation, the functional detection circuits 20 detect a failure within one of field replaceable units 70-75 and produce a failure report 600 indicative of the failure that has been detected.

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See also lines 33-57 of col. 2, which effectively summarize the error report generation process. In particular, lines 47-52 of col. 2 recite:

The suspect field replaceable units are likely failed units which would cause the detected failure. This process thereby correlates node-path data with associated fault symptom codes and historical failure data *to isolate a single most likely failed unit in the customer system*, independent of craftsperson intervention. (emphasis added)

The limitations with respect to the open and closed status of the service action plan are considered inherent to Kleinschnitz. In particular col. 10, line 63 - col. 12, line 10 describe user interaction with the system, which includes receipt of a service action plan (col. 11, lines 1-4, "The unique identity...resolve the MIM."). It is clear from the discussion, and would be readily apparent to one of ordinary skill in the art, that the status of the initially "open" service action plan is changed by the user and/or system upon resolution of the problem. In particular, lines 19-22 of col. 11 disclose changing the state of an event to reflect closure. Commonly, an "open" event is also understood to be "incomplete." (e.g. The event remains open until it is completed and then closed.) See also previously cited Hill et al. (US 5,293,556), col. 15, lines 20-45, for a discussion of changing the states of a service action plan associated with an error event.

For all of the reasons above, claims 19-42 are properly rejected under 35 U.S.C. 103(a) as unpatentable over Kleinschnitz in view of Hill.

### ***Conclusion***

18. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

19. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Aaron Perez-Daple whose telephone number is 703-305-4897. The examiner can normally be reached on 9am - 6pm.


If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Anthony Knight can be reached on 703-308-3179. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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 5/3/04  
Aaron Perez-Daple



**Anthony Knight**  
**Supervisory Patent Examiner**  
**Group 3600**